

Enterprise Incident Report May 2011

As of 6/1/2011

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
AGRC	2 0	4 2	6 2
Customer Company Total	2 0	4 2	6 2

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
AGRC	2 0	4 0	6 0
Customer Company Total	2 0	4 0	6 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
AGRC	2 0.05	4 0.10	6 0.08
Customer Company Total	2 0.05	4 0.10	6 0.08

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
AGRC	2 0	4 1	6 1
Customer Company Total	2 0	4 1	6 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
AGRC	1 0.10	4 1.61	5 1.11
Customer Company Total	1 0.10	4 1.61	5 1.11

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Detail

INC000000306490	Scott T Davis	Server	Error	None		TIR Missed: No	TIR:	0.09
Capitol Hosting	Danny Black	AGRC	High	Closed		TTR Missed: No	TTR:	0.21
INC000000310134	Spencer Jenkins	None	None	None		TIR Missed: No	TIR:	0.00
Application Services	Danielle Hood	AGRC	High	Closed		TTR Missed: N/A	TTR:	
INC000000316234	Matt Peters	Network	None	None		TIR Missed: No	TIR:	0.18
Capitol Hosting	Joe Benson	AGRC	Low	Resolved		TTR Missed: Yes	TTR:	6.12
INC000000317159	Matt Peters	None	None	None		TIR Missed: No	TIR:	0.00
Network Operations	Jack Bridwell	AGRC	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000319359	David Buell	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.20
Help Desk	Sarah Johnson	AGRC	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000321860	K Kelly Green	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	AGRC	Low	Resolved		TTR Missed: No	TTR:	0.00